

Shelter Team Development

“The Leader”

Presented by the
NC Department of Agriculture & Consumer Services
Emergency Programs Division



Shelter Team Leaders



- It's more than a job
- NC will need leaders in disasters!
- You are more than capable
- Showing up is 90% of the work!!!!



Shelter Team Concept



- As counties prepare for and respond to hurricanes they may need:
 - Evacuation team (s)
 - Rescue shelter team
 - We are training you to be a leader for those teams.



Big Picture



- Counties will follow EM's lead during evacuations
 - establish shelters for evacuees
 - And afterwards, shelter for rescued animals
- Counties will use
 - existing animal shelter facilities
 - temporary facilities that need equipment etc.
- Some counties have teams---some don't



Local Resources



- Commercial:
 - Boarding Kennels
 - Veterinary Clinics
 - Pet Friendly Hotels
- Non-profit Resources:
 - Animal shelters
 - Humane groups' shelters
- These resources already have staff and public service history.



Temporary Sheltering



- When local resources are depleted, counties turn to temporary sheltering to handle **surge** that disasters can bring:

Temporary Shelter Types

Evacuation Shelters ➡ < 5 day activation

Rescue Shelters ➡ week to month



Sheltering Timeline



Evacuation
Shelters

Landfall

Rescue
Shelters

Evacuation shelters demobilize after landfall or depending on the county's sheltering plan become rescue shelters.



Regional Shelters



- Several shelter locations are being planned to serve as Regional Shelters
- Regional Shelters will likely:
 - Be used for Rescue Sheltering
 - Shelter animals from multiple counties
 - Use more than one county's personnel
 - May use personnel from national groups
 - Operate under the host county's command structure with additional staffing from NCDACS and VRC



Recommendations



- County EM/Animal Control Agencies should develop **Shelter Teams** to serve as county resources to carry out sheltering (especially for **Evacuation Shelters**).
- Host counties should develop MOUs with counties that are being accommodated.
 - Pre-event to clarify what staffing will be supplied by either/both counties



Requests flow



State
EOC

- Tasked to AgEOC (ESF 11*)

Branch EOC -
Supports county
actions

- Area Coordinators

County EOC-
Activates and
closes shelters

- Shelter Command

* ESF 11 is the Emergency Support Function for Agriculture and Natural Resources within the National Response Framework.



Activation- serve as Team Leader



- The Call:
- Mission:
- Deploy:
- Reimbursement:



Activation – The Call



- Updates: as the storm is reported in the media you will receive updates and requests to determine your availability
 - Direct call/email
 - ServNC, www.servnc.org Make sure you are registered!
- The Call
 - A call by response staff to officially activate you if you are available



Activation - Mission



- **Mission:** you will be given details of what you are to do, where, how long, etc.
 - Where you will stay
 - Where you will eat
 - Description of what you will be doing
 - How long---days to 2 weeks (you decide)

Remember....first serve your county!!!!

Have your go pack ready!!!!



Activation – Deploy



- **Deploy:** you go and do great work!
 - You will be told who to report to and where
 - You are the **Shelter Team Leader**
 - Basically, run the shelter for the county
 - For questions you have County Emergency Management, Animal Control, and AgEOC
 - Sheltering Resources available at www.ncagr.gov/oep/Sheltering/manuals.htm our Sheltering website.



Activation – Reimbursement

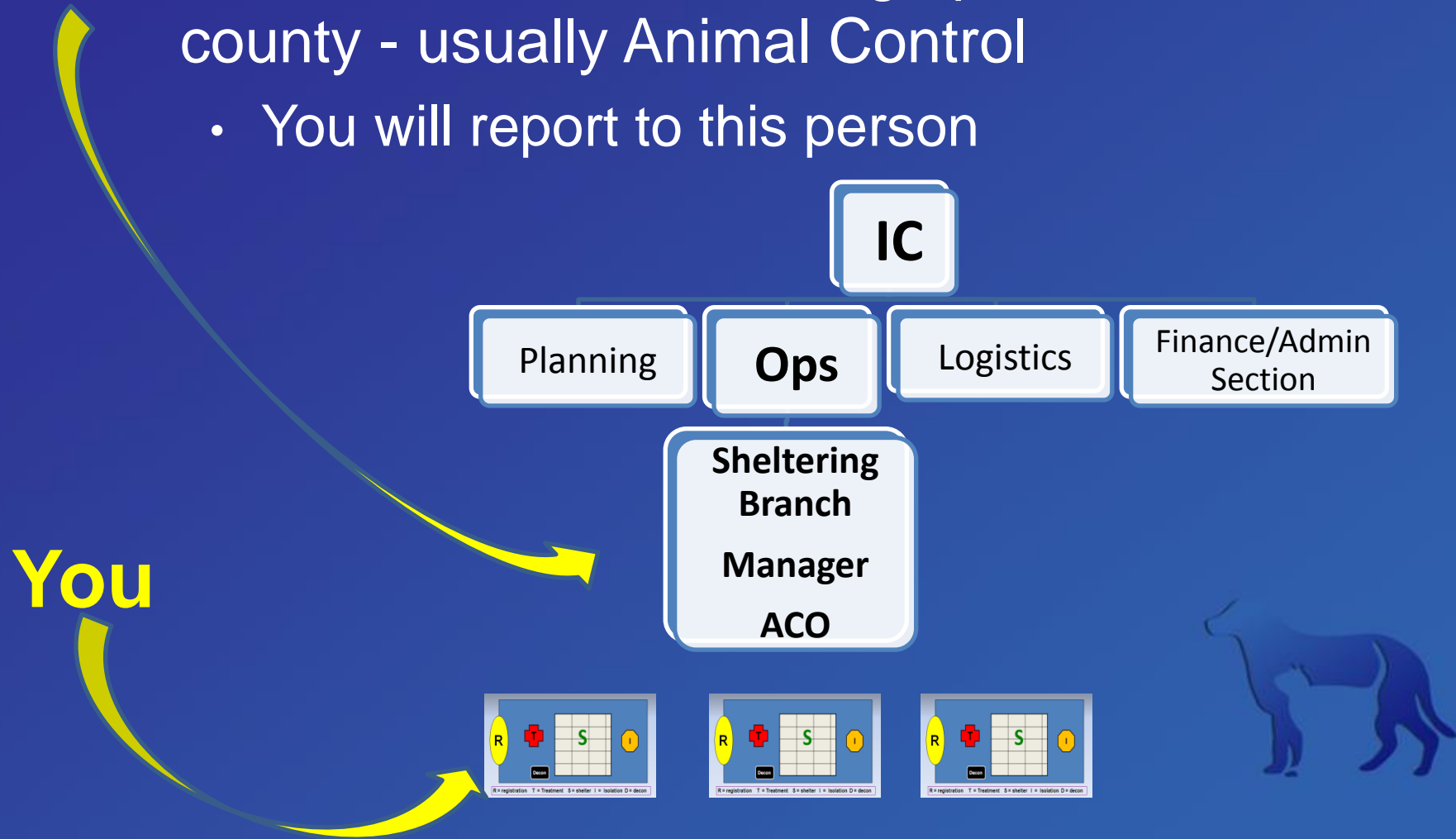


- Reimbursement:
- Plan- those resources you will seek reimbursement
- Be sure to track time and resources used
 - Takes a while !!!!!
 - EM (County State) will file for reimbursements



Sheltering Staff Positions

- **Sheltering (Branch) Manager**
 - Oversees entire sheltering operation for county - usually Animal Control
 - You will report to this person



National Sheltering Team Roles



Animal Emergency Response Titles

- AER-1, Animal Case Manager
- AER-2, Animal Control Officer
- AER 4, Animal Handling Specialist
- AER 6, Animal Premises Site Manager
- AER 7, Animal Shelter Manager
- AER 8, Animal Technician
- AER 14, Veterinarian
- You will supervise these roles



Sheltering Timeline



Evacuation
Shelters

Landfall

Counties need to have their Evacuation Shelter Leaders already designated.



Evacuation Shelter



Staff:

- Leader – You
- Case Manager
- Animal Handler

Gym: Human Shelter



R

Hallway

B

Locker

C

R.....Registration

C.....Cages

B.....Bathrooms

E.....Exercise

Exercise Area



Evacuation Staffing



- Shelter Team Leader (Animal Facilities Site Manager)
 - Animal Case Manager (Registration)
 - Animal Handling Specialist
 - Assists owners who need help
 - Volunteers for set up/demobilization
 - Site Manager and Animal Case Manager may be same person for small shelters
- Access to Animal Control Officer, Veterinarian



Evacuation Shelter Tasks



- Set up shelter (registration desk, cage areas, food storage)
- Check-in animals
- Supervise care visits from owners
- Triage sick animals to Veterinary Clinic
- Report to Branch Manager (Animal Control)
- Demobilization



Prep Before The Storm



- Team dynamics
 - Pick your team members
 - Go over activation scheme for them
- Registration Forms you will use
- Site is good to go
- Animal/owner id process is worked out
- Source of food/water



Resources



- www.ncagr.gov/oep/Sheltering/manuals.htm
- Forms can help guide actions---
- Check against county plan with Animal Control
- Use your experience from your clinic/shelter
- CAMET's - Companion Animal Mobile Equipment Trailers



Shelter Registration



SHELTER REGISTRATION AND AGREEMENT

I, the animal owner signed below, request the emergency housing of the animal being evacuated because of a pending or occurring disaster. I must be housed at this shelter during my pet's stay. The animal owner hereby releases the person or entity who is receiving the animal from any and all liability regarding the care and housing of the animal during and following this emergency. The animal owner acknowledges that if emergency conditions pose a threat to the safety of the animal, additional relocation may be necessary, and this release is intended to extend to such relocation.

The animal owner acknowledges that the risk of injury or death to the animal during an emergency cannot be eliminated and agree to be responsible for any veterinary expenses which may be incurred in the treatment of their animal. It is also required that the owner or his/her agent take responsibility for the care, feeding and maintenance of their animal. Check out is required when departing from the shelter.

Animal Owner Signature _____ Date _____

Animal Owner Name _____

Address _____

City _____ State _____ Zip _____ Home Phone _____

Cell Phone _____ Do you have your phone available now? _____

Emergency Contact Name (not in shelter) _____ Phone _____

Emergency Contact Person in Shelter _____

(This person would provide care for your pets in the event an emergency would occur)

Name of person in charge of animal's care (must be staying in the shelter):

Name of animal	Color	Sex	Breed	Age
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

(Only animals crated together on one sheet)

Are your pets on any medication? _____

SIGNATURE BELOW INDICATES THAT THE OWNER OR GUARDIAN HAS CLEANED THEIR PETS CAGE, RECEIVED THEIR PET, BELONGINGS AND IS CHECKING OUT OF THE SHELTER.

OWNER SIGNATURE _____

DATE AND TIME CHECKED OUT _____

STAFF NAME _____ STAFF INITIALS _____

Would you be evacuating if a pet friendly shelter was not available? Yes No

- Check-in
 - Register owner and pet
- Work with Red Cross to determine registration procedure
 - Pets first or people?



Animal Intake/Release Form



DATE _____ **ANIMAL INTAKE/RELEASE FORM** INTAKE # _____

ENTRY DATA

DROP OFF ☐ RESCUE ☐ SURRENDER ☐ DOA ☐ COMMENTS _____

LOCATION OF FOUND/RESCUED ANIMAL _____

ANIMAL DESCRIPTION

DOG ☐ CAT ☐ HORSE ☐ OTHER ☐ _____ M ☐ MIN ☐ F ☐ F/S ☐

BREED _____ SIZE _____ AGE _____ COLOR _____

DISTINCTIVE MARKINGS (Note injuries or special conditions) _____

ANIMAL NAME (if known) _____ COLLAR/TAG# _____

MICROCHIPPED/TATOODED (if so, number & location) _____

ANIMAL HEALTH and BEHAVIOR

AGGRESSIVE? (if so, describe) _____

SICK/INJURED? (if so, describe) _____

MEDICATION/TREATMENT GIVEN PRIOR TO/ON ARRIVAL _____

OWNER INFORMATION (if known)

NAME _____ PHONE () _____ OTHER PHONE () _____

PERMANENT ADDRESS _____

TEMP ADDRESS (if other than permanent) _____

PERMISSION TO FOSTER? _____ SURRENDER? _____ IF SO, SIGNATURE _____

COMMENTS

- Intake
 - Take pictures (digital) of pet and owner
 - Use wrist and collar id bands
 - Cage Cards
- Cage to hold animal
- Animal Handler to help



Shelter Agreement & Rules



Shelter Registration Agreement and Rules

I, _____ (the owner of the pet listed on the reverse side), understand that an emergency exists and that special arrangements have been made to allow my family and pets to remain together at this shelter facility. I understand and agree to abide by the pet care rules contained in this agreement and have explained them to any other family member accompanying me and my pet.

1. My pet will remain contained in a carrier approved by the animal care technician except at posted times when I will be able to exercise my pet (if appropriate) and clean its carrier.
2. I agree to provide adequate food and water and any necessary medication and to properly feed, water, medicate and generally care for my pet as instructed by the animal care technician.
3. I agree to properly sanitize the areas used by my pet, including performing proper waste disposal and disinfecting as instructed by the animal care technician.
4. I agree that only one designated person may be in charge of the animal and allowed in the animal housing area.
5. I certify that my pet is current on rabies and all other vaccinations recommended. I fully understand that if my animal should bite or scratch while housed at the shelter the said animal will have to undergo quarantine. State mandates will supercede any rules and Public Health will be notified to take over.
6. I will maintain proper identification on my pet and its cage at all times including but not limited to the neck band issued upon entry.
7. I will not permit any other shelter occupant to handle or approach my pet either while in its carrier or during exercise time. I will make sure the cage door remains securely latched.
8. No aggressive animals are allowed.
9. No animal will be allowed that shows any sign of contagious disease (mange, etc.) I will permit the animal care technician or Veterinarian to examine my pet to make this determination.
10. I further understand that if my pet becomes unruly or aggressive, shows signs of a contagious condition or begins to show signs of a stress related condition it may be removed to a more appropriate location.
11. I understand that any decisions concerning the care and welfare of my pet and the shelter population as a whole are within the discretion of the animal care technician or incident commander.
12. I agree that any equipment used by my pet or myself must remain at the facility and maintained in good, clean condition while I utilize it. All equipment must be left at the shelter upon the removal of my pet.
13. I agree that when it is announced the shelter is closing I must remove my animal from the property. Any animals that are not reclaimed and removed from the shelter will be relocated to _____ the pet will remain there as a stray as required by law.
14. I agree that if at anytime I fail to follow the rules as set forth my pet and I will be asked to leave the facility.

I certify that my pet has no previous history of aggressive behavior to humans or animals. I certify that my pet has not been diagnosed with any contagious diseases and is parasite free.

I hereby agree to hold harmless all persons, organizations, corporations, or government agencies involved in the care and sheltering of my animals. I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the care and sheltering of my animal.

Animal owner's printed name _____

Animal owner's signature _____

Date _____ Witness initials _____

- Set visitation times
- No children
- Don't let animals interact with each other
- Clean up after own pet



Volunteers



SHELTER VOLUNTEER AGREEMENT AND RELEASE OF LIABILITY

I, _____, residing at _____
HEREBY ACKNOWLEDGE that I have voluntarily applied to
assist the _____ COUNTY ANIMAL RESPONSE TEAM ("CART") in the disaster situation
described as follows: _____

I AM AWARE THAT WORKING IN THE SAID DISASTER SITUATION MAY BE HAZARDOUS AND I AM
VOLUNTARILY PARTICIPATING IN THIS ACTIVITY WITH FULL KNOWLEDGE OF THE NATURE OF
THE DANGER INVOLVED AND HEREBY AGREE TO ACCEPT ANY AND ALL RISKS OF INJURY OR
DEATH. I FURTHER AGREE TO ADHERE TO THE RULES OF OPERATION ESTABLISHED BY THE
_____ CART.

Please initial: _____

AS LAWFUL CONSIDERATION for being permitted by _____, the activating
agency, to assist in the said disaster and receive, as it maybe, disaster relief training and instruction, free
meals, transportation, lodging or other like considerations, I hereby agree that I, my heirs, distributees,
guardians, legal representatives and /or assigns will not make a claim against, sue, attach negligence or
other acts, howsoever caused, by any employee, agent or contractor of the activating agency or its
affiliates, as a result of my assisting in the said disaster. In addition, I hereby release and discharge
activating agency and its affiliate organizations from all actions, claims or demands that I, my heirs,
distributees, guardians, legal representatives or assigns may have for injury or damage resulting from my
assistance in the said disaster.

I HAVE CAREFULLY READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS. I AM
AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT BETWEEN MYSELF AND THE
ACTIVATING AGENCY AND THAT I SIGN IT OF MY OWN FREE WILL.

Volunteer's Signature

Witness' Signature

- County Policy
- Volunteers or reimbursed ?



Sheltering Timeline



Landfall

Rescue
Shelters

Evacuation shelters demobilize after landfall or may become rescue shelters depending on the county's sheltering plan.



After The Storm



- Animals at large
 - Owners displaced
 - Health status unknown
-
- County or State may set up Rescue Shelters



Rescue Shelter Concerns

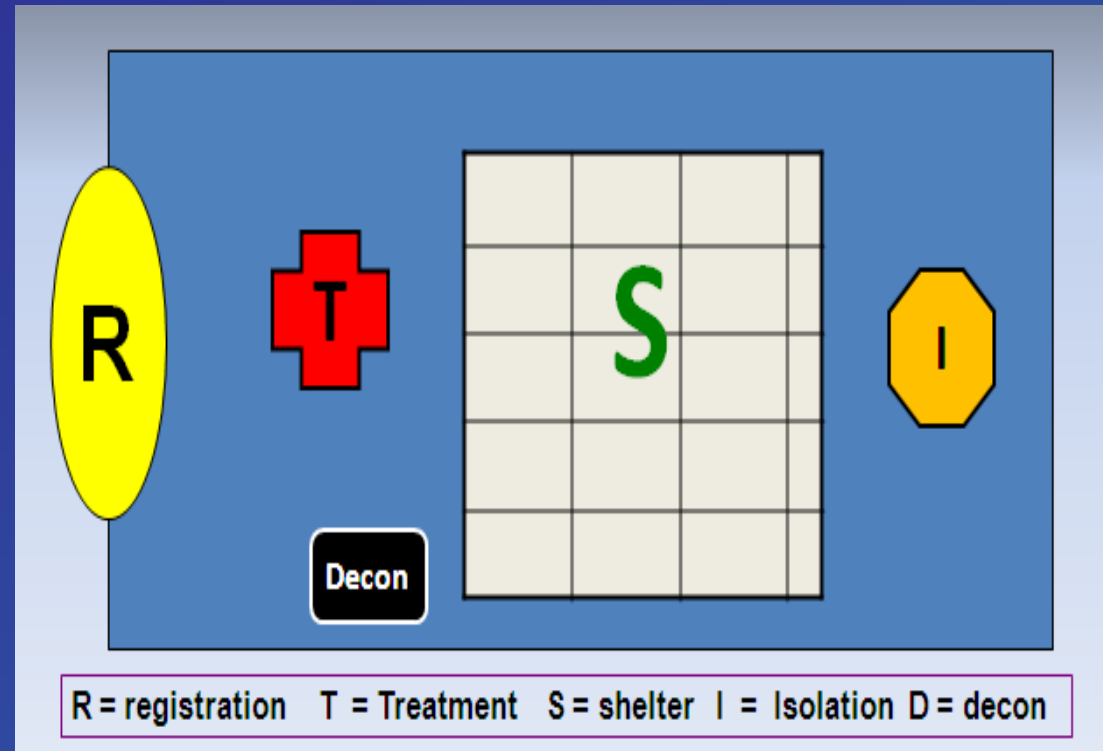


- Larger numbers of animals
- More than one county's animals
- Will require additional staff
- More than one CAMET needed
- Support from National Non-government organizations (MOU with American Humane Association)
- Operate for longer time periods
- Regional Shelters: Martin, Johnston, TBD
- **Goals: Reunite, Foster, Adopt**



Rescue Shelter Layout

- Registration
- Treatment
- Decon area
- Shelter area
- Isolation



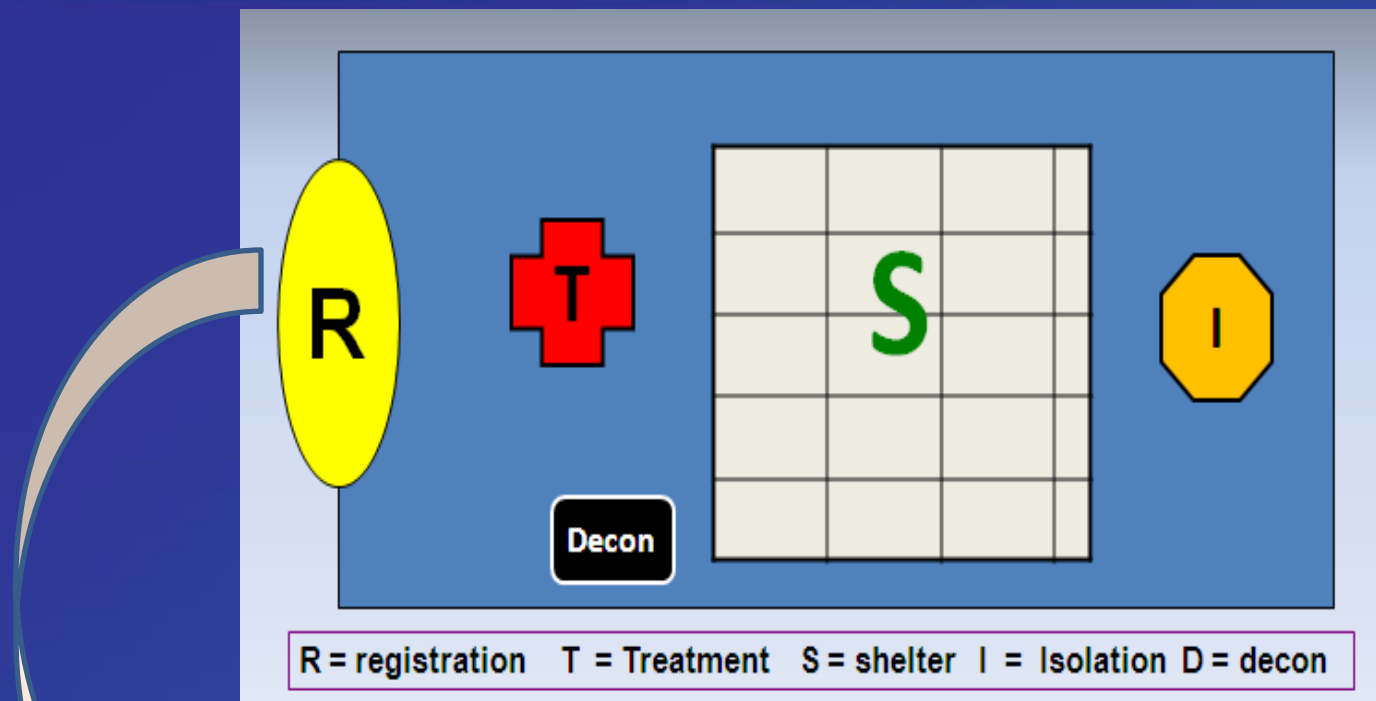
Rescue Shelter Staffing



- Shelter Team Leader (Animal Facilities Site Manager)
- Animal Case Manager (Registration)
 - Animal Handling Specialists (1-2 per 20 animals)
 - Animal Technician(s) (1 per 30 animals)
 - Volunteers for set up, daily clean-up, demobilization
- Access to Animal Control Officer, Veterinarian



Registration Area

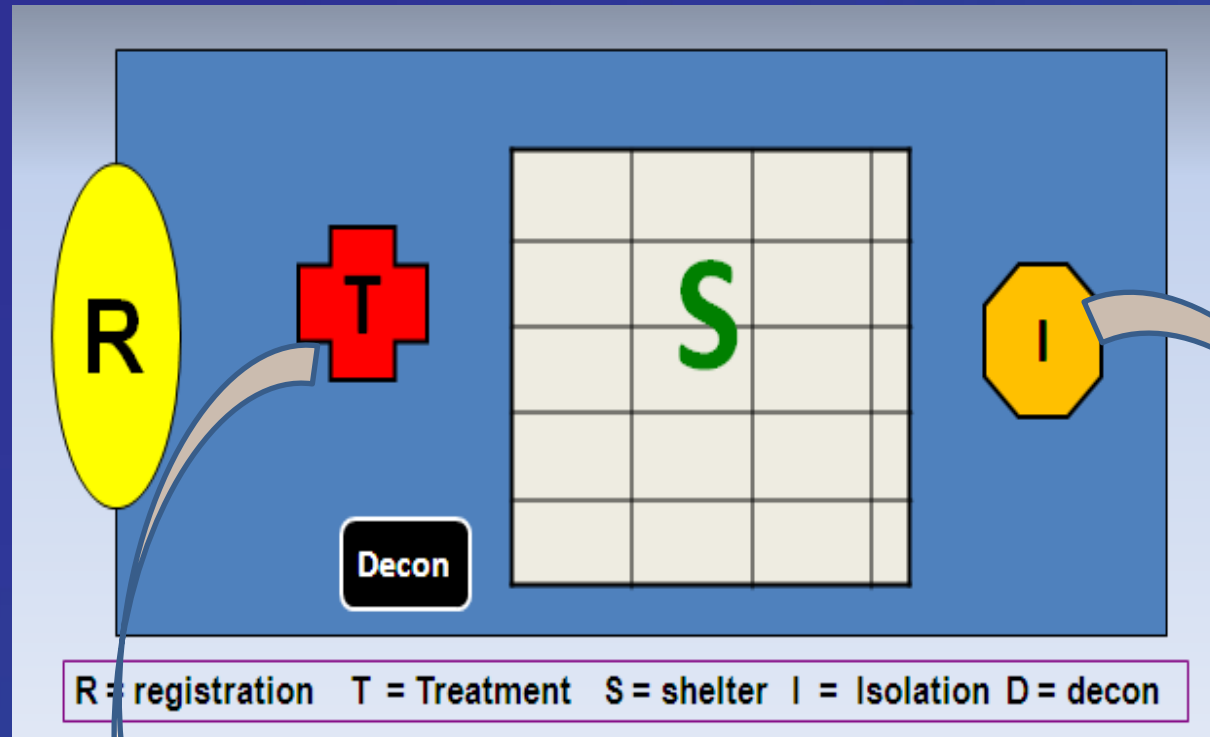


- Staff: 1) **Animal Case Manager:**
Records, Triage, Oversees Intake, Handouts
2) **Assistants:**
Id Animals, Pictures, Guides



Answers to **Shelter Team Leader**

Treatment and Isolation Areas



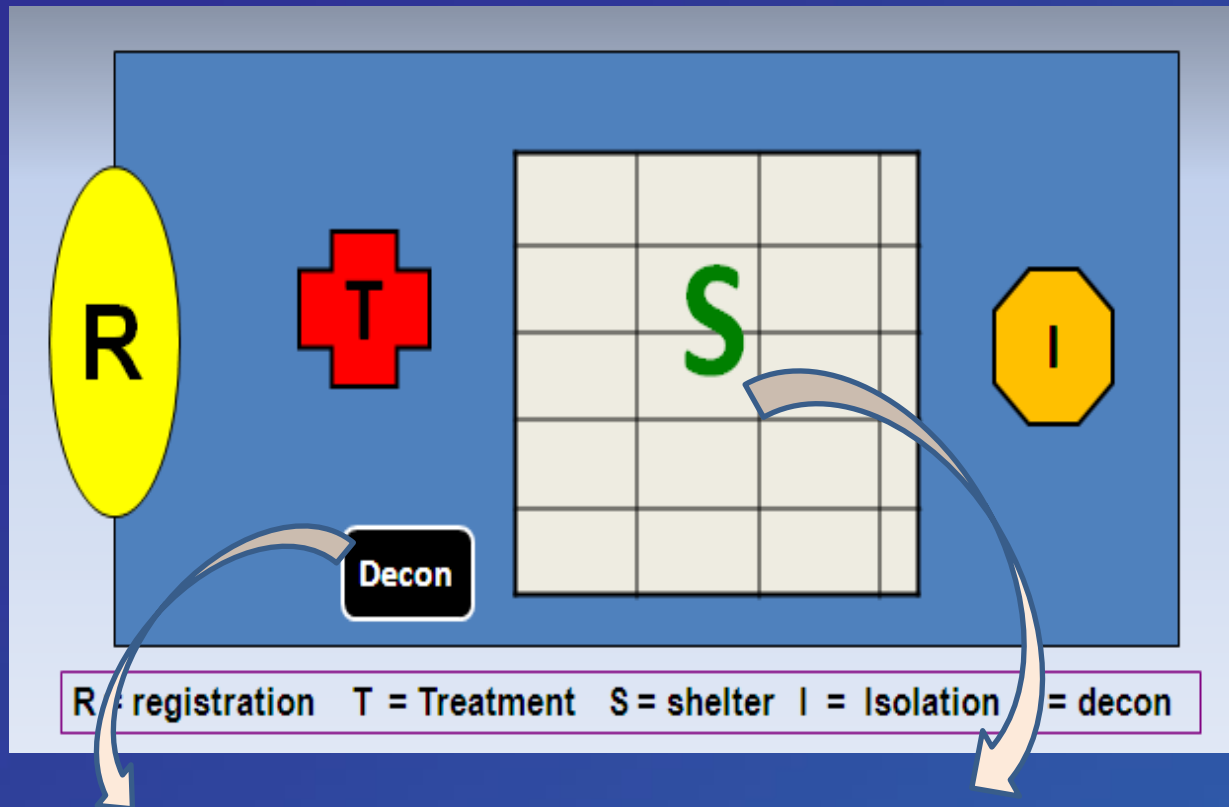
Staff: 1) **Veterinarian:**

Triage, Care, Shelter Health Recommendations,
Isolation Protocols

Answers to **Shelter Team Leader**



Shelter & Decontamination Areas



Staff: 1) **Animal Handling Sp/ACO/Animal Technician:**
Shelter Operations, Handling Animals, Decon
2) Assistants :
Clean Cages, Bowls, Facility
Answers to **Shelter Team Leader**



Recommended Training



- Shelter Management Training
 - County-specific shelter training
 - Basic biosecurity and county EOP
- Incident Command System (ICS) 100
- ICS 200
- NIMS 700
- Biosecurity awareness
- HazMat awareness
- State/County EOP review
- See www.ncagr.gov/oep/veterinary/VetCorps.htm for training resources.

